



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application No.: 10/733,457
Applicant: Rick Baggenstoss et al.
Filed: December 11, 2003
TC/A.AU.: 3700/3713
Examiner: Unassigned

Docket No.: 07117.105016
Customer No.: 20786
Title: Managing the Rate of Delivering Performance Interventions in a Contact Center

Mail Stop Missing Parts
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

June 17, 2004

REQUEST FOR CORRECTED FILING RECEIPT

Sir:

The Filing Receipt mailed March 19, 2004 in connection with the referenced application has been received and reviewed. Applicants, through their attorneys and agents, have discovered an error. More specifically, Rich Baggenstoss should be listed as Rick Baggenstoss. We have enclosed for your review and reference a marked-up copy of the Filing Receipt and a copy of the Declaration and Power of Attorney signed by Mr. Baggenstoss evidencing the correct spelling of his name. We respectfully request that a corrected Filing Receipt be issued.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Missing Parts, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on June 17, 2004.

Michael L. Wach, Reg. No. 54,517

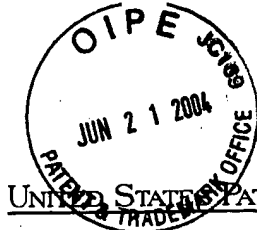
No fees are believed to be due in connection with this Request for Corrected Filing Receipt. The Commissioner is authorized to charge any fees, should they be due, and to credit any overpayment to Deposit Account No. 11-0980.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Michael L. Wach', written over a horizontal line.

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| APPL NO. | FILING OR 371 (c) DATE | ART UNIT | FIL FEE REC'D | ATTY. DOCKET NO | DRAWINGS | TOT CLMS | IND CLMS |
|------------|---------------------------|----------|---------------|-----------------|----------|----------|----------|
| 10/733,457 | 12/11/2003 | 3713 | 667 | 07117.105016 | 18 | 37 | 6 |

CONFIRMATION NO. 8796

Michael L. Wach
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FILING RECEIPT



OC000000012141089

Date Mailed: 03/19/2004

Receipt is acknowledged of this regular Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. **If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Filing Receipt Corrections, facsimile number 703-746-9195. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).**

Applicant(s)

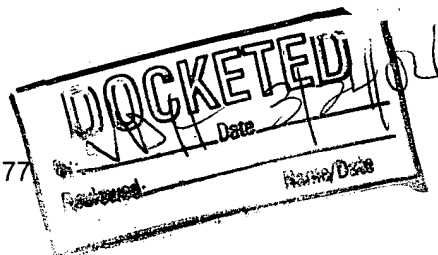
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Assignment For Published Patent Application

Knowlagent, Inc., Alpharetta, GA;

Domestic Priority data as claimed by applicant

This application is a CIP of 10/602,804 06/24/2003
 which is a CON of 09/442,207 11/16/1999 PAT 6,628,777



Foreign Applications

If Required, Foreign Filing License Granted: 03/18/2004

Projected Publication Date: To Be Determined - pending completion of Missing Parts

Non-Publication Request: No

Early Publication Request: No